



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9  
Buckingham Row  
Brick Kiln Lane  
Wigan  
WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)  
Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/10264

Date Received: 4<sup>th</sup> November 2024

Response Due: 2<sup>nd</sup> December 2024

Date: 18<sup>th</sup> November 2024

Dear Sir/Madam

With reference to your request for information received on 4<sup>th</sup> November 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**The information relates to the IT department. I would like to know:**

- 1. How many computer/IT problems were reported to the IT department in the last 12 months, excluding password queries**  
26,670 computer IT problems (incidents) reported in the last 12 months. (October 2023 – October 2024).
- 2. How many of these were resolved by the user turning the computer off and on when advised to do so by the IT advisor**  
This information is not centrally recorded.
- 3. With regard to the above two questions what were the numbers in relations to online IT x-rays services and online IT blood services**  
X-rays = 174.  
Blood services = 5

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Garry Harris', with a long horizontal stroke extending to the right.

Garry Harris  
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111